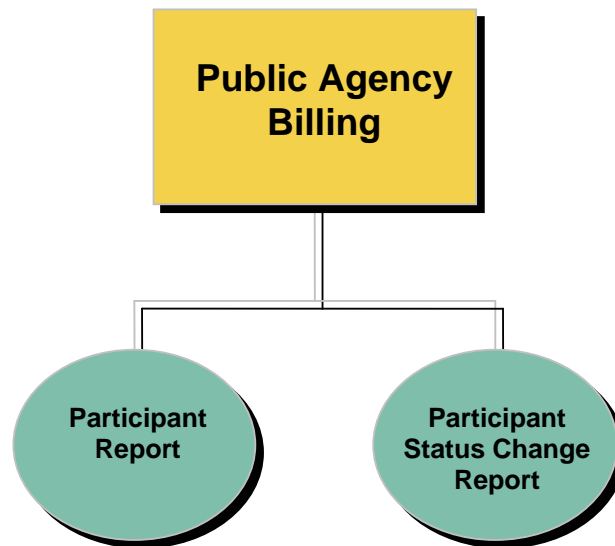


## PUBLIC AGENCY BILLING

The Public Agency Billing folder will allow the option to view all Participants or Participants based on status change for a given coverage period:

- **Participant Report** - Roster of Participants who have health coverage under CalPERS.
- **Participant Status Change Report** - All changes to a Participant's health coverage within a specified time frame.



### **The Public Agency Billing feature within ACES:**

- Is written for Employers to reconcile Participant health premiums on a monthly basis.
- Is an Inquiry Only System.
- Contains Participant information extracted nightly from the CalPERS health and membership database.
- Allows users to view information processed by CalPERS the previous day.
- Will allow you to retrieve your detail report(s) more timely.

### **Accessing Public Agency Billing**

CalPERS will set-up an Account Administrator for all employers who will be responsible for adding new users, unlocking accounts, disabling accounts, and resetting passwords.

Account Administrators are responsible for granting Public Agency Billing access to themselves and other users via the User Account Maintenance function in ACES (see the Account Administrator section for details).

### **Security Rules for Employers**

Employers can access information as follows:

- Only the current Employer can view a Participant's Health and Membership record.
- Only the Employer from whom the Participant retired can view a Retiree's Health and Membership enrollment record.

## **Public Agency Billing: Frequently Asked Questions**

### **I reconcile bills for several agencies. How will I be able to do this in the Public Agency Billing System?**

If your agency is one that reconciles the health insurance bill on behalf of another agency, you can retrieve the other agency's detailed information in the Participant Report and Participant Status Change Report within the Public Agency Billing folder. From the Organization Name field, click on the drop-down arrow and select the desired agency. Then follow the steps from the Participant Report and Participant Status Change Report pages of the ACES User Guide. If the agency's name is not in the drop-down list, please contact us at (888) CalPERS (225-7377).

### **What is the meaning of "As Of Date" in the Participant Report?**

This is the effective date of the health enrollment.

### **What should I enter for the "As Of Date" in the Participant Report?**

The "As Of Date" defaults to the current date. Change the date to the first day of the billing invoice month (e.g., If reconciling the January 2003 invoice, enter 01/01/2003).

### **What is the meaning of "Start Date" and "End Date" in the Participant Status Change Report?**

This date range shows when the coverage change was updated to the CalPERS database. It cannot be greater than two months.

### **When selecting "Get Data," why does a "No data found" message appear?**

The Retirement System field needs to be change to "PERS," "Other Retirement," or "STRS."

### **When viewing the reports in Public Agency Billing, why does "N/A" appear in the Plan and Premium column?**

There is a future transaction pending and no money has been charged.

### **How do I know if an adjustment was done on my Public Agency Billing Invoice?**

Retroactive adjustments will be displayed in the Participant Report and the Participant Status Change Report. Adjustments will appear with the member name and SSN more than once.

### **I'm currently using ACES. What is the deadline to submit Health Benefit Enrollment Forms (HBD-12's) in order for them to reflect on the next bill?**

If you are using ACES to submit your HBD-12's AND you are a school district, all transactions must be updated and viewable on ACES as of the last business day of every month. For example, any transaction that is updated and viewable on ACES in the month of July will be reflected on the August 15th bill (for the September coverage month). If the deadline is missed, retroactive adjustments will be reflected on the following bill.

If you are using ACES to submit your HBD-12's AND you are NOT a school district, all transactions must be updated and viewable on ACES by the 11th of each month. For example, any transaction that is updated and viewable on August 11th will be reflected on the August 15th bill (for the September coverage month). If the deadline is missed, retroactive adjustments will be reflected on the following bill.

### **I'm not currently using ACES. What is the deadline to submit Health Benefit Enrollment Forms (HBD-12's) in order for them to reflect on the next bill?**

Please submit HBD-12's by mail to the CalPERS Health Benefits Office in a timely manner so that we may promptly process your changes.

### **I'm not currently using ACES Internet Forms or ACES File Transfer. With the new Public Agency Billing System, how do I go about reporting Participants that are being added, terminated, or changing plans, etc.?**

- For health enrollment changes such as add, change, or delete, continue to process an HBD-12 form.
- For Non-PERS or STRS members, please complete and submit a Form 86 to CalPERS. To obtain a Form 86, please call the CalPERS Agency Request Line at (916) 658-1493 or visit the CalPERS website: <http://www.CalPERS.ca.gov/employer/forms/pers-hbd-86.pdf>. This form is for employers to modify demographic information reported to CalPERS such as name, address, SSN, or birth date changes. The Form 86 should also be used to report death or employment status changes such as separations from employment, temporary separation, continuation of health coverage into retirement, or returns from leave of absence.

- For PERS Members, please continue to process the AESD-1 (Member Action Request) form to make appointment status, name, or address changes.
- For Retirees with CalPERS Health Benefits, CalPERS is the Health Benefits Officer. Any changes can be made directly by the Retiree by contacting CalPERS at (888) CalPERS (225-7377).

NOTE: All documents should be mailed to CalPERS in a timely manner to ensure billing accuracy.

**I currently use ACES Internet Forms or ACES File Transfer. For the new Public Agency Billing System, will there be any changes in how I process my transactions on-line?**

No, you should continue to follow the procedures outlined in the ACES User Guide.

**If I have a Participant retiring that has Non-PERS or STRS retirement, how do I report it?**

Please complete and submit a Form 86 to CalPERS.

NOTE: All documents should be mailed to CalPERS in a timely manner to ensure billing accuracy.

**When will our Public Agency Billing Invoice be mailed?**

Invoices will be generated on the 15th of each month, or the next business day if the 15th falls on a weekend or holiday, and mailed the following business day. Your payment still must be received by the 10th of the following month and must be paid as billed.

**I'm using Internet Explorer 6.0. When I clicked the "Printer Friendly Version" button, ACES downloaded information from a previous query. How can I fix this?**

You need to alter your web browser's configuration to retrieve the most recent data. Please refer to Page 9 for instructions.

**Why are the premiums due on my Public Agency Billing Invoice different than the ACES Public Agency Billing query?**

When viewing your monthly Public Agency Billing Participant Report in ACES, it is important that the As Of Date entered is the same as the coverage month. Otherwise, your premium information will be different. Example: If the coverage month was August 2002, change the As Of Date to 08/01/2002.

### **Will I still be able to change my Public Agency Billing Invoice?**

No, you must pay as billed.

### **What if I think the amount billed is not accurate?**

You should not change the amount due on your Public Agency Billing Invoice. Your Public Agency Billing Invoice is generated based on the information in the CalPERS database as of the date the invoice was generated. If any changes were made to a members account after the billing invoice was generated, they will show on your next Public Agency Billing Invoice with an adjustment, if necessary.

### **What if I have overpaid the amount due on the Public Agency Billing Invoice?**

Each billing invoice that is created generates an account receivable. If you overpay the amount due for any month it will be reflected on the next month's billing invoice.

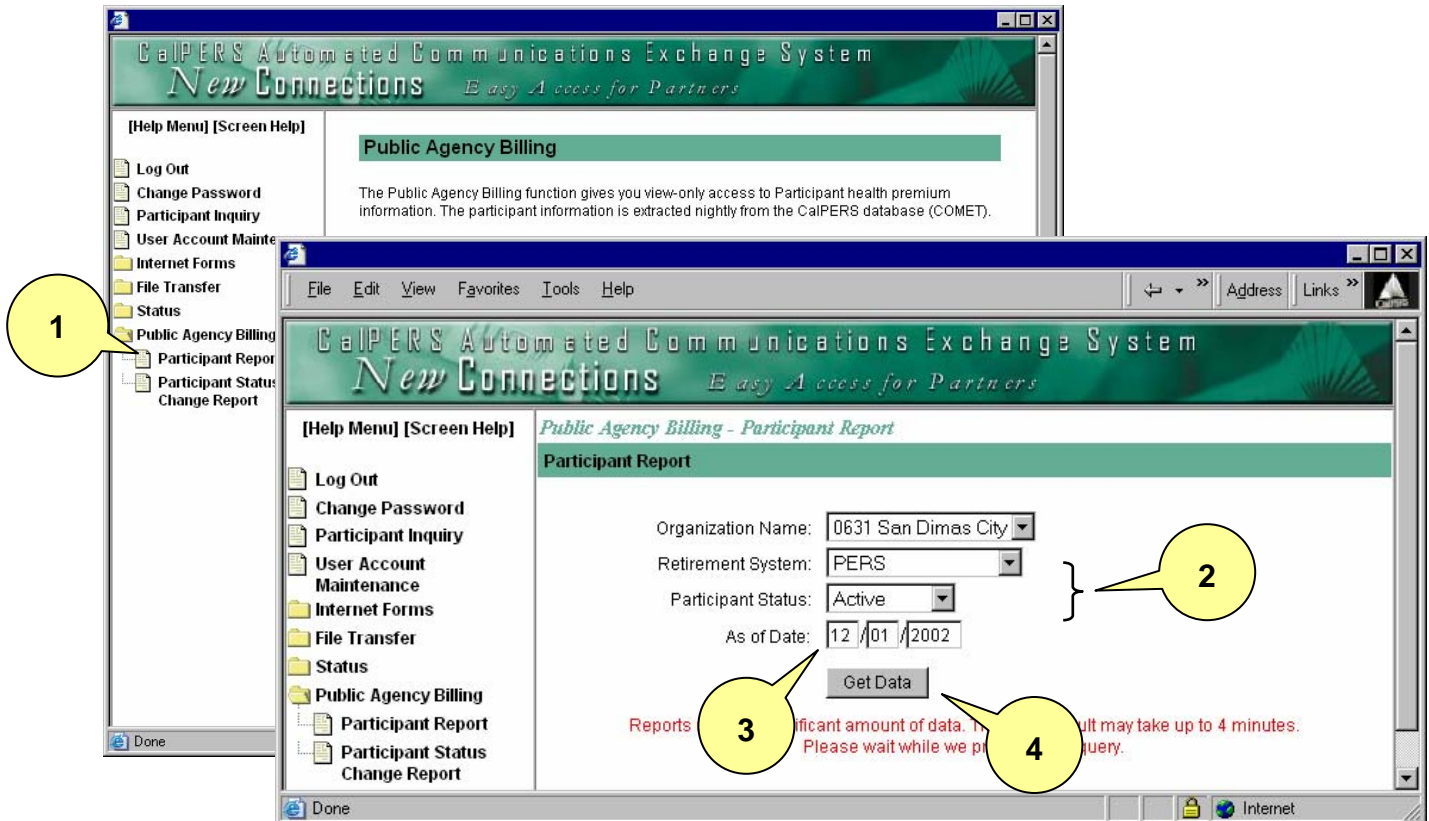
### **What if I have underpaid the amount due on the Public Agency Billing Invoice?**

If you underpay the amount due, your account will be considered delinquent. The underpayment will show as a balance due on the next month's Billing Invoice. Any underpayment you submit could result in late fees and may initiate the agency termination process.

## Participant Report

Participant Report includes all Participants with health coverage benefits as of a specific date.

1. Select the **Public Agency Billing** folder and click **Participant Report**.



2. From the drop-down menu, select:
  - **Retirement System** (PERS, STRS, Other Retirement, Judges Retirement or Court Participants).
  - **Participant Status** (Active or Retired).
3. Enter the **As of Date**. This is the effective date of the health enrollment. For example, if reconciling the December bill, the As Of Date should be 12/01/2002.
4. Click **Get Data**.

5. ACES will retrieve the information based on the selection criteria and display the following:
  - Total Number of Participants
  - Total Premium Amount
  - Information on individual Participants
6. Click [Printer Friendly Version](#) to access this information in an Excel Spreadsheet.
7. Click the Participant's SSN to obtain detailed information on the individual Participant. This will link you to the ACES Participant Inquiry Enrollment tab.

**CalPERS Automated Communications Exchange System**  
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[Help Menu] [Screen Help] *Public Agency Billing - Participant Report*

**Participant Report**

Organization Name: 1240 Del Rey Comm Sv  
 Retirement System: PERS  
 Participant Status: Active  
 As of Date: 08 / 01 / 2002  
 [Get Data]

Reports return a significant amount of data. The query result may take up to 4 minutes.  
 Please wait while we process your query.

[\[Click here to go to Health Plan Summary Page\]](#)  
[\[Printer Friendly Version\]](#)

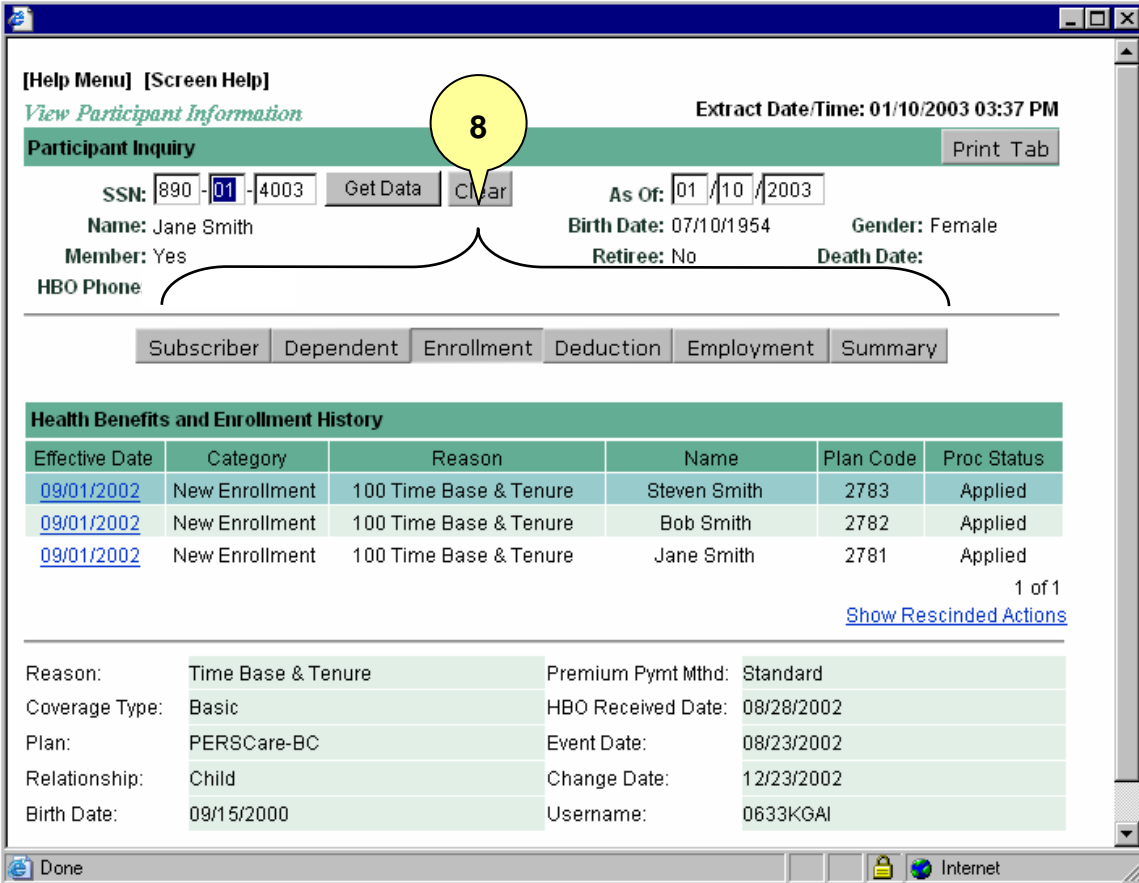
Total Number of Participants: 4 Total Premium Amount: \$1,971.24  
 Page 1 of 1

Name	SSN	Barg Unit	Plan	Premium
Doe, John F	<a href="#">000-00-0001</a>		2053	\$563.32
Doe, Jon	<a href="#">000-00-0002</a>		2052	\$433.32
Doe, Jan L	<a href="#">000-00-0003</a>		0862	\$423.74
Doe, Boy A	<a href="#">000-00-0004</a>		0863	\$550.86

Page 1 of 1



8. After clicking an SSN, the next page will provide detailed information on the Participant. Clicking on the various tabs will give you more details, including:
- Subscriber information
  - Dependent information
  - Enrollment information
  - Deduction information
  - Employment information
  - Summary information



[Help Menu] [Screen Help]  
 View Participant Information  
 Extract Date/Time: 01/10/2003 03:37 PM

**Participant Inquiry** Print Tab

SSN: 890-01-4003 Get Data CVar As Of: 01/10/2003

Name: Jane Smith Birth Date: 07/10/1954 Gender: Female

Member: Yes Retiree: No Death Date:

HBO Phone

Subscriber Dependent Enrollment Deduction Employment Summary

**Health Benefits and Enrollment History**

Effective Date	Category	Reason	Name	Plan Code	Proc Status
<a href="#">09/01/2002</a>	New Enrollment	100 Time Base & Tenure	Steven Smith	2783	Applied
<a href="#">09/01/2002</a>	New Enrollment	100 Time Base & Tenure	Bob Smith	2782	Applied
<a href="#">09/01/2002</a>	New Enrollment	100 Time Base & Tenure	Jane Smith	2781	Applied

1 of 1  
[Show Rescinded Actions](#)

Reason:	Time Base & Tenure	Premium Pymt Mthd:	Standard
Coverage Type:	Basic	HBO Received Date:	08/28/2002
Plan:	PERSCare-BC	Event Date:	08/23/2002
Relationship:	Child	Change Date:	12/23/2002
Birth Date:	09/15/2000	Username:	0633KGAI

Done Internet

9. To view the Participant Health Plan Summary page, click: [Click here to go to Health Plan Summary Page](#).

**CALPERS Automated Communications Exchange System**  
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[Help Menu] [Screen Help]

- Log Out
- Change Password
- Participant Inquiry
- User Account Maintenance
- Internet Forms
- File Transfer
- Status
- Public Agency Billing
  - Participant Report
  - Participant Status Change Report

### Public Agency Billing - Participant Report

#### Participant Report

Organization Name:

Retirement System:

Participant Status:

As of Date:  /  /

Reports return a significant amount of data. The query result may take up to 4 minutes.  
Please wait while we process your query.

[\[Click here to go to Health Plan Summary Page\]](#)

[\[Printer Friendly Version\]](#)

Total Number of Participants: 4      Total Premium Amount: \$1,971.24

Name	SSN	Barg Unit	Plan	Premium
Doe, John F	<a href="#">000-00-0001</a>		2053	\$563.32
Doe, Jon	<a href="#">000-00-0002</a>		2052	\$433.32
Doe, Jan L	<a href="#">000-00-0003</a>		0862	\$423.74
Doe, Boy A	<a href="#">000-00-0004</a>		0863	\$550.86

Page 1 of 1

10. The screen below displays the Participant Health Plan Summary, which includes a summary of the following:
- Total Transactions (number of regular enrollment deductions and/or adjustments)
  - Total Premium Amount
  - Plan Codes
  - Plan Names
  - Number of Participants (Health Plan line items of regular enrollment deductions and/or adjustments)
  - Premiums
11. To return to the previous screen, click: [Click here to go to Participant Premium Details page.](#)

**CalPERS Automated Communications Exchange System**  
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[Help Menu] [Screen Help] *Public Agency Billing - Participant Report*

**Participant Report**

Organization Name:

Retirement System:

Participant Status:

As of Date:

Reports return a significant amount of data. The query result may take up to 4 minutes.  
 Please wait while we process your query.

[\[Click here to go to Participant Premium Details page\]](#) **11**

[\[Printer Friendly Version\]](#)

Total Number of Transactions: 10      Total Premium Amount: \$4,156.18

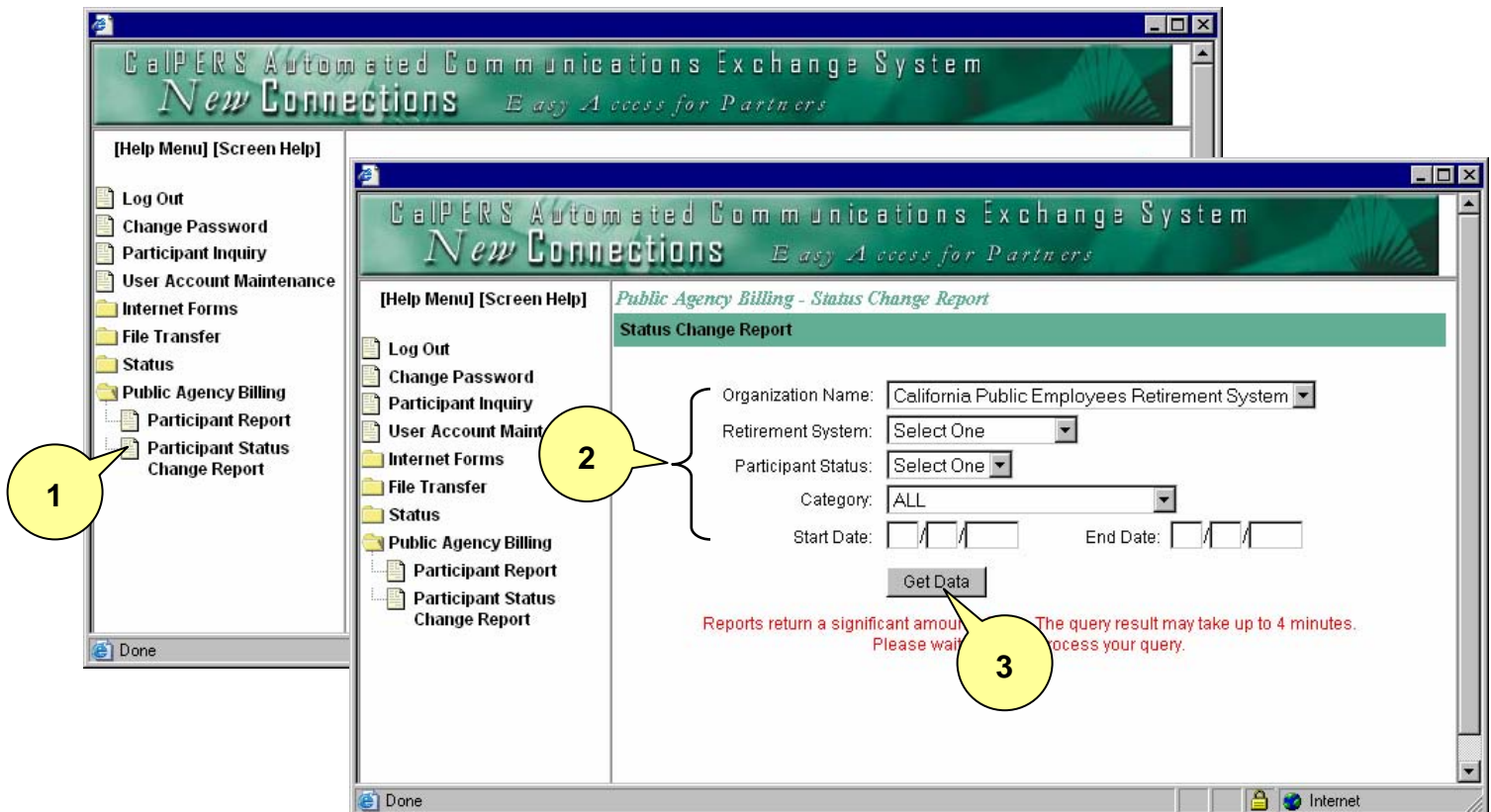
Health Plan Summary			
Plan Code	Plan Name	Participants	Premium
056	Kaiser-CA	4	\$1,807.46
086	Health Net	2	\$423.74
205	Blue Shield	2	\$779.98
222	PERSch-BC	2	\$1,145.00

**10**

## Participant Status Change Report

Participant Status Change Report includes any status changes made to a Participant's health coverage benefits for a specific timeframe.

1. Select the **Public Agency Billing** folder and click **Participant Status Change Report**.



2. From the drop-down menu, select:

- **Organization Name**
- **Retirement System** (PERS, STRS, Other Retirement, Judges Retirement or Court Participants).
- **Participant Status** (Active or Retired).
- **Category** (All, New Enrollment, Add Dependent, Delete Dependent, Change Plan, Cancellation, Change Coverage Type, Premium Payment Method Change or Continued Eligibility).
- Enter the **Start Date** and **End Date** of the coverage changes.

NOTE: This is the time frame in which transactions were updated to the CalPERS database. The date range between the start date and the end date cannot exceed two months.

3. Click **Get Data**.

4. The system will retrieve the information based on the selection criteria and display the following:
  - Total Number of Transactions
  - Total Premium Amount
  - Information of charges to the individual Participants

NOTE: If a Participant's name appears multiple times, this indicates an adjustment was done on the Participant.

**CalPERS Automated Communications Exchange System**  
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[Help Menu] [Screen Help] *Public Agency Billing - Status Change Report*

**Status Change Report**

Organization Name: 1240 Del Rey Comm Sv  
 Retirement System: PERS  
 Participant Status: Active  
 Category: ALL  
 Start Date: 04/01/2002 End Date: 06/01/2002

[Get Data](#)

Reports return a significant amount of data. The query result may take a few minutes to process. Please wait while we process your query.

[Printer Friendly Version](#)

Total Number of Transactions: 2 Total Premium Amount: \$996.64

Page 1 of 1

Name	SSN	Adj Date	Eff Date	Category	Plan	Premium
Doe, John F	<a href="#">000-00-0001</a>	04/08/2002	05/01/2002	New Enrollment	2053	\$563.32
Doe, Jon	<a href="#">000-00-0002</a>	05/21/2002	07/01/2002	New Enrollment	2052	\$433.32

5. Click [Printer Friendly Version](#) to access this information in an Excel Spreadsheet.
6. Click the Participant's [SSN](#) to obtain detailed information on the individual Participant. This will link you to the ACES Participant Inquiry Enrollment tab.

GLOSSARY OF TERMINOLOGY	
COLUMN NAME	DEFINITION
<b>Name</b>	Name of the Participant
<b>SSN</b>	Participant's social security number. Click on the Participant's SSN to view the enrollment screen in Participant Inquiry.
<b>Adj Date</b>	Adjustment date is the change date of the transaction.
<b>Eff Date</b>	Effective date is the date the current enrollment status was effective.
<b>Category</b>	The reason group heading used to identify the transaction reason type.
<b>Barg Unit</b>	Bargaining Unit is the employee organization or bargaining unit designated in an agency resolution. Zero is a valid code for those agencies that do not have multiple bargaining units.
<b>Plan</b>	Health plan code
<b>Premium</b>	Participant's premium for health plan
FUNCTION BUTTONS	DEFINITION
<b>Get Data</b>	Searches for and displays the Participant's records based on the retirement system, Participant status, category and the start and end date according to the logged on user's security access rights.
<b>Printer Friendly Version</b>	Displays information in an Excel spreadsheet.